

Num	Area	Issue	Resolution	Notes
100	Application Functionality: Advertising			
201a	Customer Service	iSky is not being used for customer service.		Remove requirement.
201b	Customer Service	iSky is not being used for customer service.		Remove requirement.
209	Online Static Tutorial	Are we doing this?		

EAI 3.0 - Application Maintenance Services Report						
Issue #	Issue Description	Date Started	Date Completed	Impact	Progress/Resolution	Effort (hours)
<b>100 eServicing</b>						
101	eServicing is not receiving files from DLSS.	1-Aug-02	1-Aug-02	Files were not transferred between DLSS and eServicing during outage.	Issue is resolved. Jan Willard from ACS reported that he was not receiving the Data Integrator status "complete" message for files destined for eServicing. The EAI team checked the eServicing machine and discovered that the Data Integrator product was not running. EAI started Data Integrator and the files were then received. The underlying issue is that eServicing is stopping the Data Integrator product and not restarting it. Jan Willard was advised that while eServicing has the authority to start and stop this product, they should not be involved in doing this because they fail to restart Data Integrator.	1
<b>200 SAIG</b>						
201	Alerts were being generated when the Data Integrator status queues were filling up.	1-Aug-02	Ongoing	Channel throughput is slow.	Issue is resolved. Resolved with Data Integrator tracking sub system is moved to production.	2
202	Messages sitting on SAIG queue too long.	1-Aug-02	Ongoing	Data Integrator transfers are slowed.	Issue is resolved. Resolved with Data Integrator tracking sub system is moved to production.	2
<b>300 COD</b>						
301	TSYS, Schools, and customer service were unable to track batches of production data. Issue is that files were being sent improperly, sent with invalid data, or not sent at all.	1-Aug-02	Ongoing	Files never received by COD and responses from COD were never received by schools.	Manual intervention when problems brought to attention of EAI team. A permanent solution (adding batch id to SAIG header) is being worked on.	140
302	Post-Bus response transfers to COD fail on a regular basis.	1-Aug-02	Ongoing	When transfers fail COD does not have a copy of post-Bus response for research.	Continually working on this problem with COD. It appears to be a storage management issue within COD.	30
303	COD schools testing rehost--SAIG requested that schools testing interface be rehosted into their production environment from their test environment.	1-Aug-02	20-Aug-02	Eliminated a security vulnerability to SAIG.	Issue is resolved. COD schools testing interface was removed from SAIG test environment, reconfigured and deployed to SAIG production environment.	40
304	DLSS is receiving files from COD via FTP instead of using the MQSeries / Data Integrator interface.	6-Aug-02	12-Aug-02	Files were being transferred from COD to DLSS without using the Data Integrator and MQSeries products.	Issue is resolved. On August 6th, Ellen Nunez of TSYS was notified by EAI that COD was FTP-ing files to DLSS instead of using Data Integrator. On August 12th, Ellen Nunez updated her procedure to use Data Integrator instead of FTP. All files are now being transferred via Data Integrator.	3
305	COD is sending invalid format length messages to the EAI Bus. The source of the messages is COD and the destination is FMS. Messages are ending up in the system dead letter queues on both EAIP1 and EAIP2 production servers.	12-Aug-02	Ongoing	FMS is not receiving response messages from COD.	Issue not resolved yet. Netman ticket at TSYS has been opened (# P1032422). EAI sent an email with the pertinent information for TSYS to troubleshoot. On August 8th EAI held a conference call with TSYS (Jim Barnes) to discuss this issue. They cannot provide additional troubleshooting at TSYS. It was decided that Stacey Deck from EAI would modify the MQSI flow to keep track of the original message we send to COD. EAI can then compare the original message with what COD is sending back to EAI. On August 12th EAI made modifications to message flow and then tested the flow. EAI left a message for Jim Barnes to confirm the data corresponds to the EAI data. Jim Barnes confirmed that he received a response back from FMS. Stacey Deck of EAI submitted a security form to get access to the change request system. This issue is on hold until the security form is approved. Once Stacey Deck has the authorization, EAI will move the changes into the production environment. Bruce has escalated to see if we can not send response messages because FMS does not need them.	6
306	COD is sending invalid length response messages to the LOWeb response queue.	12-Aug-02	Ongoing	LOWeb is not receiving response messages from COD.	Issue is not resolved yet. Data has been sent to Mike Johnson at TSYS. Mike Johnson is researching the issue.	3
307	COD-FMS requested assistance with testing CI transactions.	15-Aug-02	16-Aug-02	EAI resources used to support testing.	Issue is resolved. Discovered problems in program. FMS told COD to stop testing.	9
308	COD claims they have not been receiving data from DLSS.	20-Aug-02	20-Aug-02	Files were transferred successfully. COD was mistaken.	Issue is resolved. EAI checked the DLSS fff log files. There were no errors for the 19Aug2002 files. EAI called ACS and spoke with Melissa Pugh. She has verified that all data was sent from DLSS to TSYS on the 19Aug2002.	2
309	RCO on PC not connecting to VDCCDLSS.	28-Aug-02	28-Aug-02	PC running MQSI Control Center could not connect to MQSI Configuration Manager	Resolved. Port number was changed to one accepted by VDC at the firewall.	2
310	COD testing of CI transaction	28-Aug-02	28-Aug-02	Messages not processed until broker started	broker was stopped on Eai for Cod testing. Started broker so messageges were processed.	1
<b>400 LOWeb</b>						

Issue #	Issue Description	Date Started	Date Completed	Impact	Progress/Resolution	Effort (hours)
401	LOWeb receiving timeout errors from the LO11 adapter.	19-Aug-02	20-Aug-02	Impacted LOWeb testing.	Issue is resolved. Kevin Johnson from EDS reported he was receiving timeout messages from the LO11 adapter. EAI discovered that the channel sequence numbers between EAI112 and VDOQ were out of sync. EAI contacted TSYS to instruct them to reset their channels. In addition, EAI reset the EAI channels on the bus. EAI asked Kevin Johnson to resend data and he confirmed that the interface was functioning properly. No timeout messages were seen in the log file.	6
<b>500 FMS</b>						
501	The FMS.EAI.INSERT queue depth was exceeded.	20-Aug-02	20-Aug-02	FMS Database was not being updated with messages.	Issue is resolved. The adapter had not been triggered to run. EAI reset triggering on the queue and the queue was drained.	0.5
<b>600 PEPS</b>						
601	PEPS produces a daily feed for transformation and transfer to COD. At the moment, the transformation process only accepts files for the current day. EAI will modify the transformation code to support late PEPS file transfers thereby eliminating manual EAI intervention.  The following changes will be introduced: 1) Modify Pepsfullfile.sh to archive PEPS files into archive directory (currently stored in input directory) 2) modify PEPSDeltabuild class to accept input file as argument to program 3) Modify PEPSDELTA.sh to pass file as argument to JAVA code	13-Aug-02	16-Aug-02	COD was not receiving file	EAI modified the PEPSDeltaBuild.java file to accept file as command line argument. EAI tested the code using su35e17:/export/data/mqm...schfile_extract_daily_20020813.dat. EAI ran the original and modified version of the code and compared file output results. As of August 14th the following components were modified and check-in to clearcase: src/peps/PEPSDeltaBuild.java src/peps/Makefile scripts/ftf/DATASDIR.sh scripts/ftf/Pepsfullfile.sh On August 15th, EAI moved the following components into production to correct this issue.  1)../scripts/ftf/Pepsfullfile.sh 2)../scripts/ftf/DATADIR.sh 3)../bin/PEPSDeltaBuild.jar	16
<b>700 eCB</b>						
701	eCB-FMS file transfers: The accounting files that are transferred from eCB to FMS are not being transferred correctly.	14-Aug-02	23-Aug-02	FMS was not receiving files from eCB. A temporary workaround was put in place.	Issue is resolved pending creation of accounting file by eCB. Thulasi Kalahsti of IndusCorp notified EAI of this issue on 8/14. Upon investigation, CSC notified EAI that cron jobs were not running properly on the su35e13 machine because the cron log had grown too large and been archived. However, the cron process was not restarted correctly after the archive. Cron has since been restarted and the jobs seem to be running on schedule. These jobs are currently being watched for errors.	10
<b>Total Effort August</b>						<b>273.5</b>